

Appendix A: Fair Wear & Tear Guide Summary

General	Fair Wear & Tear
Missing Service Manual, Owner's Manual	NO
Missing keys or security system remote (if applicable)	NO
Equipment	
e.g. Missing/damaged cigarette lighter, knobs, trims, aerials	NO
e.g. Missing/damaged tools, jack	NO
Glass	
Pits (not in field of vision) not needing repair	YES
Chips, bullseyes and star minor chips	NO
Non-operational or cracked/broken headlights or lenses	NO
Tyres	
Above manufactures wear and tear V's Km driven	NO
Unroadworthy	NO
Missing spare tyre(s)	NO
Wheel Trims (Including Hubcaps)	
Missing, split, badly disfigured, heavy scuffing	NO
Minor scuffing	YES
Cleaning	
Excessive cleaning over and above 2 hours per vehicle	NO
Interior – Trim/Upholstery/Carpets/Controls	
Screw holes	NO
Seats/trim – burnt, cut, holed, ripped, visible repairs	NO
Permanent Soiling to seats and carpets – caused by abuse, spills, grease etc	NO
Rips, cuts, marks, splits to trim and controls	NO
Excessive odours, tobacco smells	NO
Missing or inferior quality replacement controls	NO
Torn or split luggage area trim panels and floor coverings	NO
Paint/Body	
Minor scratching – less than 25mm in length or not penetrating through paint, 2 per panel	YES
Major scratching – more than 25mm in length or penetrates through paint	NO
Minor touch ups or minor flaking	YES
Prominent touch-ups, spoils from bird/tree droppings, major flaking	NO
Evidence of poor repairs, colour mismatch, mis-alignment between panels	NO
Major abrasions – more than 25mm, signs of constant use of automatic car wash	NO
Dents – greater than 20mm diameter or paint surface penetration	NO
Dents – Less than 20mm diameter, no paint surface penetration and no more than 2 per panel	YES

Hail damage, buckling, distortion, missing badges	NO
Minor stone chipping on bonnet, lower doors, wheel guards	YES
Prominent areas of major stone chipping	NO
Un-repaired or poorly repaired aerial holes (or aerial must be left in place)	NO
Damage caused to the vehicle due to the attachment or removal of decals/stickers	NO
Damage to paintwork from bird and bat droppings	NO
Trays – Utilities and Trucks	
Minor damage - scratching, scuffs	YES
Major damage – dents, multiple scratching and scuffs	NO
Mouldings/Grill/Bumpers/Mudflaps	
Moulding damage – scuffing, light scratches	YES
Medium damage – divots, gouging, minor dents, cracks	NO
Major damage – rips, major dents, distortions, holes	NO
Missing moulds, grilles, bumpers or mudflaps originally fitted to the vehicles	NO
Under body	
Minor dents	YES
Major impact damage	NO
Exhaust leaks which are the result of visible damage to the exhaust system	NO
Deformations	NO
Salt Damage	
Damage caused by Salt	NO
Mechanical Condition	
Failure to service and maintain or book service with Raw Hire as per the manufacturers recommendations, resulting in premature component or assembly failure (e.g. engine seizure, metal to metal brakes, transmission failure).	NO